	Weekly Report	Weekly		Month							Overall Total
		02/13/2021	02/06/2021	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	3,327	4,385	24,906	22,257	15,013	8,155	4,940	5,393	4,127	91,799
	# Indexes Complete	2,383	3,217	19,106	18,061	12,335	6,692	4,097	4,206	3,307	72,903
	% Indexes Complete	72.3%	73.8%	76.9%	81.2%	82.3%	82.2%	83.0%	78.2%	80.4%	79.6%
	# Indexes unreachable (Max Attempts)	943	1,168	5,800	4,196	2,678	1,463	843	1,187	820	18,895
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	28.6%	26.8%	23.3%	18.9%	17.9%	18.0%	17.1%	22.1%	19.9%	20.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	3,294	4,357	24,848	22,239	14,994	8,146	4,935	5,380	4,113	91,606
	Average time from Index Received to Index Reached	0.06:10:51	0.08:30:25	0.11:14:12	0.12:39:06	0.15:26:54	0.22:16:56	1.12:00:38	2.16:13:17	2.21:04:36	0.20:40:02
	Average Index Handle Time	0.00:14:57	0.00:14:13	0.00:13:50	0.00:13:32	0.00:13:03	0.00:14:00	0.00:13:05	0.00:12:46	0.00:14:02	0.00:13:36
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	64.3%	64.3%	66.6%	71.9%	72.7%	72.2%	68.9%	58.1%	52.5%	68.1%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.7%
Contacts	# contacts generated	4,561	6,475	39,108	48,338	36,846	21,077	14,495	9,575	6,925	186,341
	# contacts generated per Index Complete	1.9	2.0	2.0	2.7	3.0	3.1	3.5	2.3	2.1	2.6
	# contacts complete	4,339	6,166	36,645	42,847	32,457	18,409	12,750	8,726	6,389	167,712
	% contacts complete	95.1%	95.2%	93.7%	88.6%	88.1%	87.3%	88.0%	91.1%	92.3%	90.0%
	# contacts unreachable (Max Attempts + missing phone numbers)	222	309	2,463	5,491	4,389	2,668	1,745	849	536	18,629
	% contacts unreachable (Max Attempts + missing phone numbers)	4.9%	4.8%	6.3%	11.4%	11.9%	12.7%	12.0%	8.9%	7.7%	10.0%
	# contact attempted (all completions + at least 1 attempt)	4,561	6,475	39,108	48,338	36,846	21,077	14,495	9,575	6,925	186,341
	Average Time from Contact Generated to Contact Reached	0.09:11:18	0.23:46:27	1.02:10:55	1.06:20:44	1.23:36:21	3.04:19:18	4.07:28:10	4.11:11:28	5.01:43:57	2.02:49:56
	Average Contact Handle Time	0.00:15:32	0.00:13:09	0.00:12:33	0.00:12:10	0.00:11:18	0.00:11:25	0.00:10:46	0.00:10:20	0.00:13:48	0.00:11:59
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	85.3%	77.9%	76.9%	73.5%	69.9%	67.1%	64.3%	60.7%	63.2%	71.3%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	98.2%	96.8%	96.9%	95.6%	95.2%	96.1%	92.9%	96.8%	94.1%	95.8%
	Average Time from receipt of initial case name to full completion of all related contacts	0.15:11:32	1.07:29:13	1.11:23:40	1.20:26:34	2.19:03:26	3.18:44:02	5.16:36:02	5.06:22:54	6.04:04:34	2.18:48:37